

FIG. 1

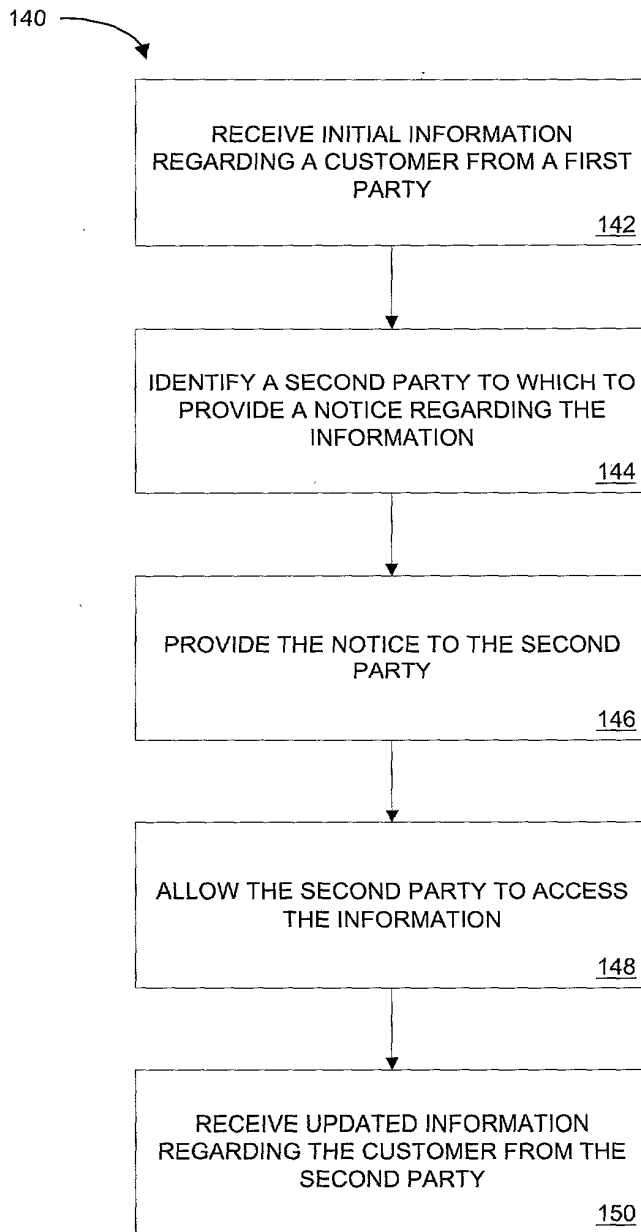


FIG. 2

160

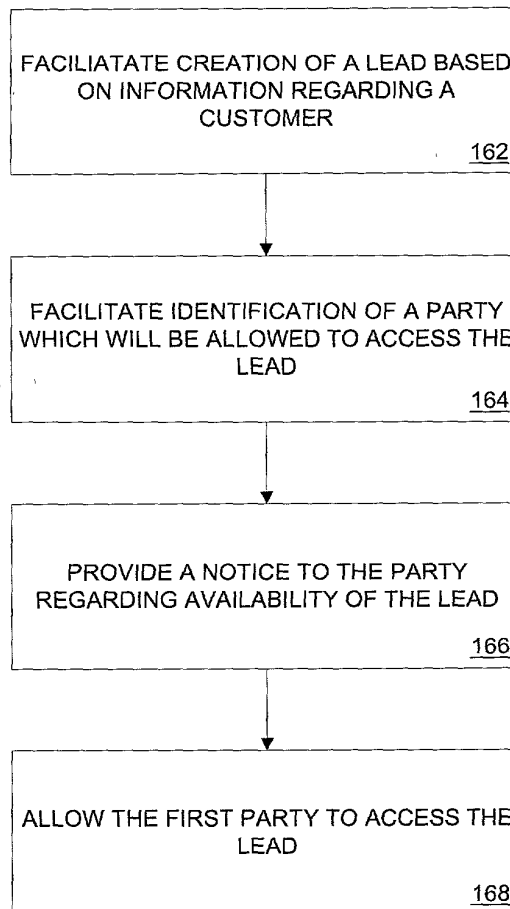



FIG. 3

180

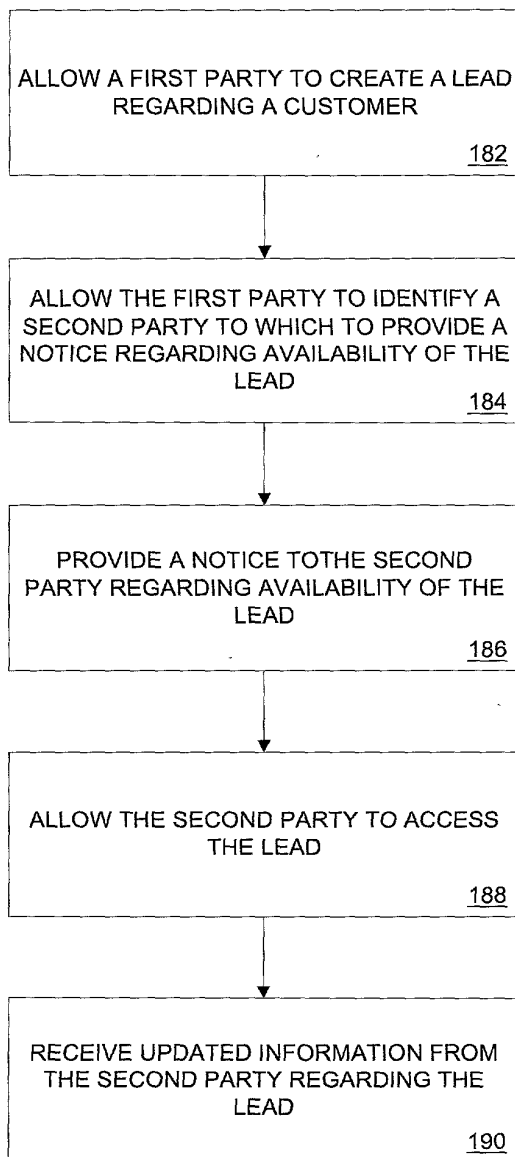



FIG. 4

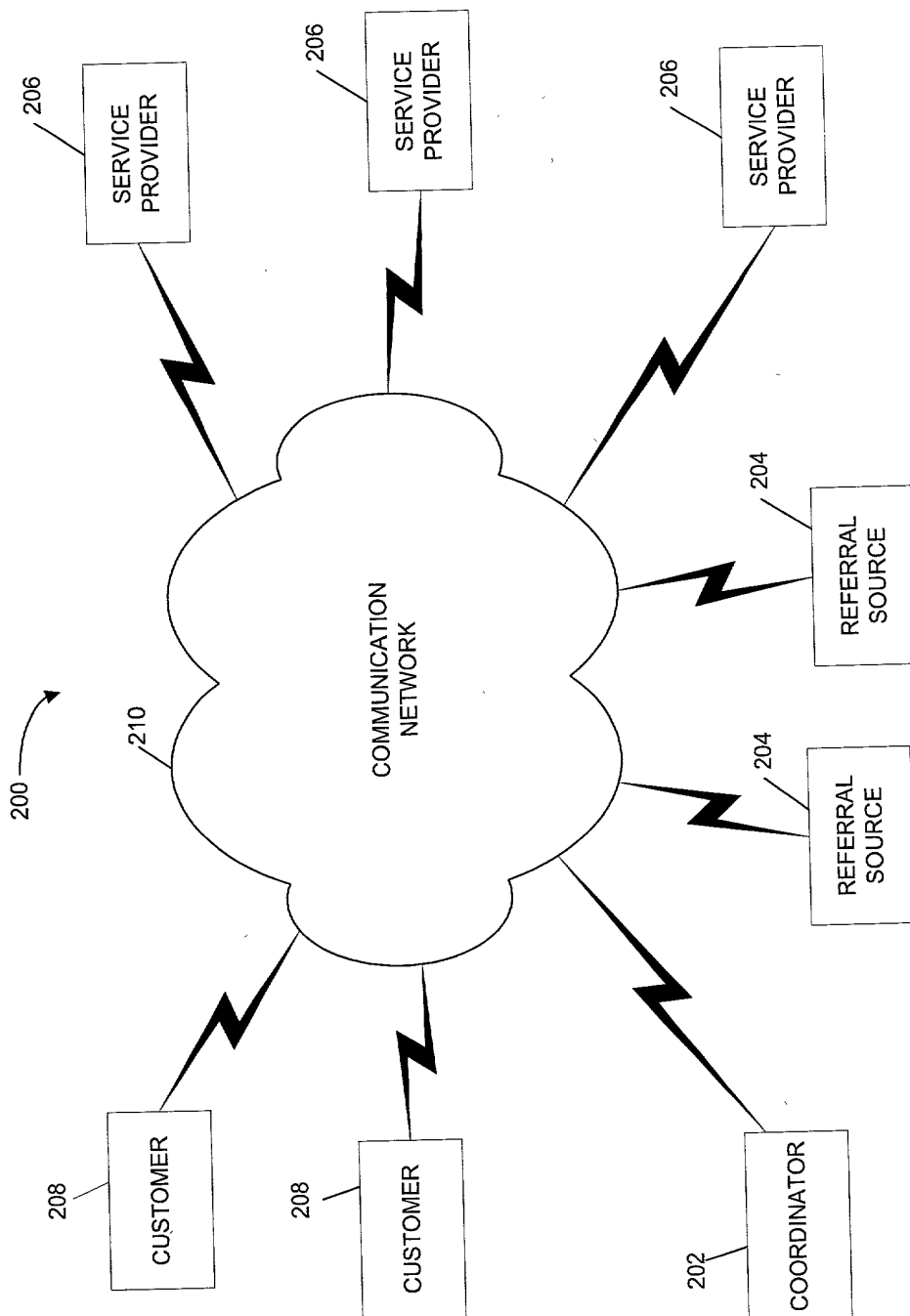


FIG. 5

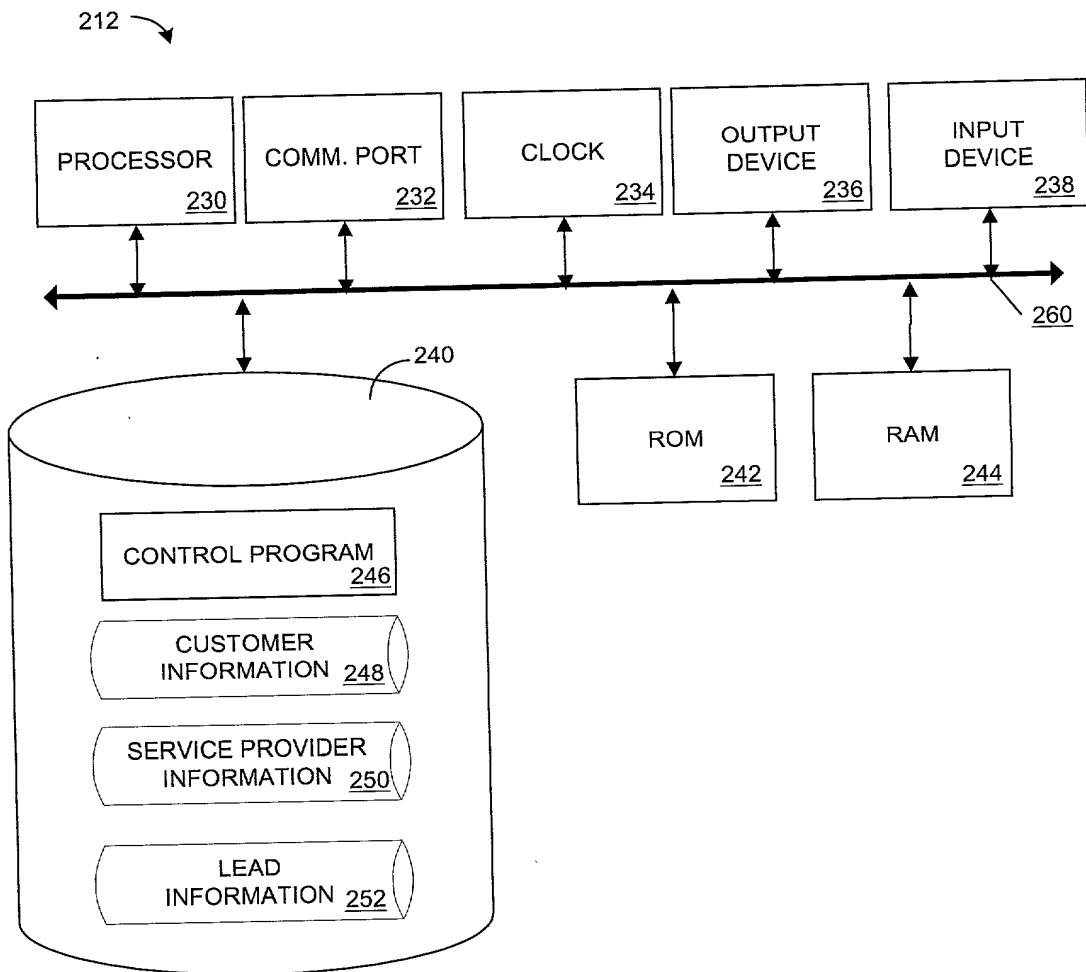


FIG. 6

300

CUSTOMER IDENTIFER 302	CUSTOMER NAME 304	ASSOCIATED LEADS 306
C-156	HANSON PROPERTY MANAGEMENT	L-874511
C-766	UNIVERSITY OF CONNECTICUT	L-256133 L-590147
C- 912	SMART BUILDERS, INC.	L-340012 L-934719

FIG. 7

400

SERVICE PROVIDER IDENTIFIER 402	SERVICE PROVIDER NAME/DESCRIPTION 404	ASSOCIATED LEADS 406
SP-1313	CARPET WORLD	L-256133
SP-4135	ROOFING AND SIDING, INC.	L-340012 L-874511
SP-9136	EVERYTHING APPLIANCE COROPORATION	L-590147 L-934719

FIG. 8



500  
↙

LEAD IDENTIFIER	ASSOCIATED CUSTOMER IDENTIFIER	ASSOCIATED SERVICE PROVIDER IDENTIFIER	REFERRAL SOURCE DESCRIPTION	TIME/DATE OF INITIAL LEAD ENTRY	TIME/DATE OF NOTICE	TIME/DATE OF LAST UPDATE
502	504	506	508	510	512	514
L-256133	C-766	SP-1313	CALL CENTER	7/1/2001 11:50 AM	7/1/2001 12:05 PM	7/10/2001 4:30 PM
L-340012	C-912	SP-4135	MARKETING REP	7/26/2001 1:27 PM	7/26/2001 1:45 PM	NONE
L-590147	C-766	SP-9136	EMAIL INQUIRY	8/1/2001 5:25 PM	8/2/2001 7:42 AM	8/7/2001 8:25 AM
L-874511	C-156	SP-4135	MAIL-IN INQUIRY	8/14/2001 2:19 PM	8/14/2001 5:30 PM	8/15/2001 10:30 AM
L-934719	C-912	SP-9136	SERVICE PROVIDER SP-4135	9/2/2001 3:20 PM	9/4/2001 4:30 PM	NONE

FIG. 9